



Gary D. Forsee
Chairman and Chief Executive Officer

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September 20, 2004

The Honorable John McCain
Chairman
Senate Committee on Commerce,
Science and Transportation

The Honorable Joe Barton
Chairman
House of Representatives Committee on Energy and Commerce

The Honorable Fred Upton
Chairman
House of Representatives Subcommittee on Telecommunications and the Internet

Dear Chairmen:

Thank you for your interest in Wireless Directory Assistance (WDA). Provided below are responses to the questions you asked in your letter to me dated September 15, 2004.

As you are aware, there are more wireless telephone users now than any time in history. Many wireless users, both residential users and businesses, wish to make their wireless telephone numbers available to others through directory assistance. Currently, there is no convenient method in place for wireless users to do that. To meet subscriber demand, Sprint is considering offering WDA. Although Sprint's plans in this area are not yet finalized, Sprint commits that the following points will be at the core of any offering.

Question 1. If you offer wireless directory services, will your subscribers be given a choice of whether to have their numbers(s) listed in a directory or not? If so, how would they exercise such choice (i.e. opt-in or opt-out), and would it vary depending on whether it was a new existing subscriber making the choice?

Answer: Wireless numbers will only be made available to WDA if a specific customer directs Sprint to make them available. This opt-in method will apply to both existing subscribers and to new subscribers. Subscribers' telephone numbers will not be made available to WDA, by default. In addition, subscribers will be able to revoke their opt-in consent at any time.

Question 2. Do you plan to charge subscribers to keep their wireless number(s) unlisted?

Answer: Sprint does not plan to charge existing or new subscribers for keeping their number out of WDA listing. Also, Sprint has no plans to charge existing or new subscribers to remove their listing from WDA.

Question 3. Are your current terms of service with customers consistent with your responses to questions 1 and 2?

Answer: Subscriber consent will not be obtained through service contracts. Sprint's current subscriber contracts do not specifically address WDA. In all cases, subscribers will have to specifically direct Sprint to make their numbers available to WDA before Sprint will do so. Even if an older version of Sprint's service contract references directory assistance, Sprint will adhere to the commitments listed in response to questions 1 and 2.

Sprint believes that carrier WDA plans are consistent with important privacy objectives and will increase customer choices. Absent an effective opt-in WDA approach as Sprint has outlined above, inter-modal competition will be harmed and customers who only have a wireless phone and want to be reached will be needlessly out of touch. If you have any questions regarding this response or require further information, please contact Bill Barloon at 202-585-1928.

Sincerely,

A handwritten signature in cursive script, reading "Gary D. Forsee".

Gary D. Forsee

September 23, 2004

The Honorable John McCain
Chairman
Senate Committee on Commerce, Science and Transportation
254 Russell Senate Office Building
Washington, D.C. 20510

Dear Chairman McCain:

Thank you for the opportunity to explain AT&T Wireless' policies regarding the planned Wireless 411 database. We are pleased to respond to your letter dated September 15, 2004.

Protecting customer privacy is one of our highest priorities, and this commitment is reflected in our approach to Wireless 411. I have attached a document that provides an in-depth response to the specific questions outlined in your letter. You will note when you review our response that it is our intention only to participate in a Wireless 411 database if it is completely optional for our customers, is of no cost to participating or non-participating customers and meets the strict standards of our privacy policy. If a participating customer later decides to remove his/her wireless number from the database, it will be quick and easy to do so.

We believe that Wireless 411 service can offer significant benefits to our customers. Laws that restrict the offering of wireless 411 service could hamper our delivery of this valuable benefit.

- More small businesses and sole proprietors are using wireless phones as their primary or only means of voice communications with customers and suppliers. We do not believe that this technology choice should put a business at a disadvantage in comparison to competitors that utilize land line phones and can therefore list their phone numbers. The Wireless 411 service will allow our business subscribers to make their phone numbers accessible to their customers and suppliers.

- In addition, a growing number of consumers have chosen to use a wireless phone as their only phone. These consumers should have an opportunity to make their contact information available to friends and relatives through directory assistance services.
- Finally, we believe there are customers who will choose to participate in Wireless 411 for the peace of mind that comes with having their phone number accessible in an urgent situation.

Again, thank you for the opportunity to share our policies concerning our planned Wireless 411 service. We are confident that Wireless 411 offers significant consumer benefits, and we remain committed to providing our wireless service in a way that protects customer privacy.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Zeglis", with a stylized flourish at the end.

John D. Zeglis
Chairman and CEO
AT&T Wireless

Cc: Chairman John McCain
Chairman Joe Barton

AT&T Wireless' Response to September 15, 2004 Letter re: Wireless 411

1. If you offer wireless directory services, will your subscribers be given a choice of whether to have their number(s) listed in a directory or not? If so, how would they exercise such choice (i.e. Opt-in or opt-out), and would it vary depending on whether it was a new or existing subscriber making the choice?

Customers will be given a choice whether to have their number(s) listed in the database. Only customers who specifically request to be included will have their number available for lookup through Wireless 411. In other words, customers must opt in by taking an affirmative step to make their numbers available. This policy applies to all of our customers.

2. Do you plan to charge subscribers to keep their wireless number(s) unlisted?

No. Just like today, we will not charge to keep a number unlisted.

3. Are your current terms of service with customers consistent with your responses to questions 1 and 2?

Yes. All AT&T Wireless customers – regardless of the language in earlier contracts -- will have the choice whether to be included in the Wireless 411 database. In addition, no customer will be charged to keep their phone number unlisted. We believe this approach best meets the desires of consumers.

As of June 2004 the language in the AT&T Wireless Privacy Policy, which is referenced in our Service Agreement reads as follows:

“AT&T Wireless does not currently disclose wireless numbers in directory assistance listings or published directories. If we do so in the future, you will be able to choose whether your number is listed.”

It should be noted that in addition to the above privacy measures, the names and numbers included in the Wireless 411 database will not be printed in a directory or published online. The database will not be for sale to third parties. Wireless 411 service will only allow 411 callers to get a wireless subscriber's phone number if that subscriber chooses to make it available, and then only in response to a specific request for an individual. In addition, customers who have chosen to list their numbers can choose to remove their numbers from the database at any time. We plan to update customer preferences in the database on a daily basis.

■ ■ ■ ■ T ■ ■ Mobile ■

T-Mobile USA, Inc.
12920 SE 38th Street, Bellevue, WA 98006

September 20, 2004

The Honorable John McCain
U.S. Senate
241 Russell Building
Washington, DC 20510

The Honorable Joe Barton
U.S. House of Representatives
2109 Rayburn Building
Washington, DC 20515

The Honorable Fred Upton
U.S. House of Representatives
2161 Rayburn Building
Washington, DC 20515

Dear Chairmen McCain, Barton, and Upton,

This letter responds to your request for information about T-Mobile's efforts to offer subscribers the opportunity to list their wireless numbers in an electronic 411 directory, set forth in your letter dated September 15, 2004. T-Mobile USA, Inc. and a number of other wireless carriers, with the assistance of the Cellular Telecommunications & Internet Association, are in the process of creating 411 service for wireless subscriber phone numbers. First, I'd like to provide you with an introduction to T-Mobile.

T-Mobile is one of the fastest growing nationwide wireless service providers, offering digital voice, messaging, and high-speed wireless data services to more than 15.4 million customers in the United States. A cornerstone of T-Mobile's strong consumer appeal has been its Get More[®] business strategy to provide customers with the best overall value in their wireless service. T-Mobile has more than 22,000 employees across the country dedicated to delivering on its Get More[®] strategy to provide customers with more minutes, more features, and more service. These efforts were recognized in the J.D. Power & Associates' 2004 U.S. Wireless Regional Customer Satisfaction Index Study, in which T-Mobile received the highest rankings in all six regions of the country. Mobile professionals and homeowners, including those who have replaced their traditional wireline phone with a wireless phone, have expressed a desire to have their wireless numbers listed in a wireless directory. T-Mobile plans to offer this compelling service to customers who request it and, in so doing, is working with other wireless carriers and the CTIA to design this service to meet our customers' expectations of privacy. (It is worth noting that some landline carriers may not be as eager to provide wireless customers who have "cut the cord" with the opportunity to be listed in a wireless directory.)

As a result of our Get More[®] commitment, one issue has remained foremost in T-Mobile's mind throughout the design and development of wireless 411 service -- the privacy expectations of our subscribers. To that end, T-Mobile is working to ensure that the design of the database of wireless numbers contains privacy protections for subscribers who choose to be listed in a 411 database. These protections include listing a subscriber's wireless number in the 411 database only after the subscriber has made the choice to "opt-in" to the service and ensuring that the numbers in the 411 database will not be sold to telemarketers.

Below are the questions posed in your letter and T-Mobile's responses.

1. If you offer wireless directory services, will your subscribers be given a choice of whether to have their number(s) listed in a directory or not? If so, how would they exercise such choice (i.e. opt-in or opt-out), and would it vary depending on whether it was a new or existing subscriber making the choice?

If T-Mobile offers wireless directory services, T-Mobile subscribers will be required to affirmatively opt-in to the electronic 411 directory. T-Mobile includes in its written service agreement an opt-in box on the front page that customers may check to list their numbers in the wireless directory. This opt-in provision is clearly identified under a section entitled "Important Customer Information." Customers who activate service online, or via telesales, also will be required to affirmatively opt-in to list their numbers in the directory.

Like new customers, existing customers must opt-in to list their numbers in the wireless directory. T-Mobile is determining how best to communicate the opt-in election to existing customers. T-Mobile is looking into providing customers the choice to opt-in through existing password-protected, personalized customer Web pages, where they manage their accounts online.

2. Do you plan to charge subscribers to keep their wireless number(s) unlisted?

T-Mobile does not plan to charge subscribers to keep their wireless numbers unlisted, regardless of the quantity of numbers the subscriber wishes to keep unlisted. This decision is consistent with the policy of other carriers participating in the wireless directory.

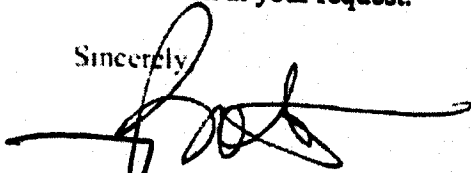
3. Are your current terms of service with customers consistent with your responses to questions 1 and 2?

As noted in response to question 1, T-Mobile's service agreement for new customers contains an opt-in provision in order for customers to choose to list their number in the wireless 411 directory. T-Mobile's service agreement contains no provision authorizing charging customers for unlisted numbers and, as noted above, T-Mobile has no plans to charge subscribers to keep their wireless numbers unlisted. It bears repeating that

whether a subscriber is new to T-Mobile or is one of our many loyal, existing customers, and whether he or she is entering into a paper contract in a retail store or an electronic contract online, T-Mobile plans to include wireless numbers in the 411 database only when the subscriber has affirmatively elected to be included in such directory.

In conclusion, we are confident that our opt-in approach addresses our customers' desire for wireless directory service and their desire for choice and privacy. I hope this information is useful to you and please know that T-Mobile will gladly provide additional information at your request.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Dotson', with a long horizontal flourish extending to the right.

Robert Dotson
President and Chief Executive Officer
T-Mobile USA, Inc.



Stan Sigman • President & CEO • phone 404.236.6020 • fax 404.236.6045

September 17, 2004

To: John McCain, Chairman, Senate Committee on Commerce, Science & Transportation
Joe Barton, Chairman, House of Representatives Committee on Energy & Commerce
Fred Upton, Chairman, House of Representatives Subcommittee on Telecommunications & Internet

Thank you for the opportunity to provide specific information on Cingular's approach to offering wireless directory assistance to our customers. There has been a great deal of misinformation reported on this topic and I am pleased to have the chance to set the record straight by communicating directly with the committee members that are reviewing this matter. Cingular is dedicated to ensuring that the customer's right to choose is respected.

Your request consisted of three questions which I have restated and answered below:

1. If you offer wireless directory services, will your subscribers be given a choice of whether to have their number(s) listed in the directory or not? If so, how would they exercise such choice, and would it vary depending on whether it was a new or existing subscriber making the choice?

Cingular subscribers will be given the choice to have their number(s) listed through an opt-in method. Opt-in will not be tied to the selection of a service plan or any other available feature, but will be a stand-alone option that may be presented to the customer at the point-of-sale, during a call into customer service or on Cingular's website. The opt-in process will be the same for both new and existing customers.

2. Do you have any plans to charge subscribers to keep their wireless number(s) unlisted?

Cingular subscribers will not be charged if they elect to keep their wireless number(s) unlisted. We believe that there should not be any financial disincentives for those customers that choose not to participate in listing their number(s). In addition, there will not be any charges applied if a customer that has previously opted-in changes his mind and asks to be removed from the database.

3. Are your current terms of service with customers consistent with your responses to questions 1 and 2?

Yes.

We at Cingular are committed to protecting the privacy of our subscribers and are taking the necessary precautions to ensure that if a customer elects to be listed; his or her wireless account information will not be used for any purpose other than directory assistance. I believe that sufficient safeguards exist to protect the privacy rights of consumers and that wireless carriers have an inherent vested interest in preserving them.

A handwritten signature in black ink, appearing to read 'Stan Sigman', with a long horizontal flourish extending to the right.

September 21, 2004

The Honorable John McCain
Chairman
Committee on Commerce, Science and Transportation
United States Senate
Washington, D.C. 20510

The Honorable Joe Barton
Chairman
Committee on Energy and Commerce
U.S. House of Representatives
Washington, D.C. 20515

The Honorable Fred Upton
Chairman
Subcommittee on Telecommunications and the Internet
House Energy and Commerce Committee
Washington, D.C. 20515

Dear Chairmen McCain, Barton and Upton:

Thank you for your September 15, 2004, letter regarding wireless directory assistance and Nextel Communications' interests in providing such services to our customers. In furtherance of our efforts to meet the demands for new services and applications, Nextel will offer wireless directory assistance only to those who are interested. Nextel customers will be provided information on this new option, including instructions on "opting-in" or "opting-out" of the service.

We will do so under the strictest adherence to our strong policy on protecting customer privacy. In response to your specific questions, please be advised of the following:

- 1) Nextel will offer wireless directory assistance to its customers, each of whom will determine whether their number will be listed in the directory. Further, if a customer chooses to have their number included in the directory, it will be done only if the subscriber gives a clear, unambiguous and verifiable affirmation of their decision and at no charge. This will apply to existing and prospective customers. For those subscribers who wish to remain unlisted they will not have to take any action.

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- 2) For those customers who choose not to have their numbers listed in our wireless directory, Nextel will not charge any fee, nor impose any fine or penalty. Further, customers who become listed may choose to "opt-out" of the program at any time and at no charge.
- 3) Nextel is in the process of modifying both its subscriber agreement and its privacy policy to reflect the guarantee that our customers will have the choice of participating in our wireless directory assistance, with no charge either for participation or non-participation in the program.

Nextel and its employees are strongly committed to protecting the privacy of our customer, including under one directory assistance program. Nextel will not publish the wireless directory assistance information or provide access to the directory assistance database to any entity other than the directory assistance provider. Be assured that we will take all necessary steps to protect our customers' privacy within the dynamic wireless communications market.

Sincerely,

Tim Donahue
President and Chief Executive Officer

September 20, 2004

The Honorable John McCain
Chairman, Senate Committee on Commerce,
Science and Transportation

The Honorable Joe Barton
Chairman, House of Representatives Committee
on Energy and Commerce

The Honorable Fred Upton
Chairman, House of Representatives Subcommittee
on Telecommunications and the Internet

Dear Chairmen,

I have received your letter requesting information about our corporate politics with regard to the wireless directory assistance. As you know, I will be in Washington to testify on this very important issue on September 21.

Attached is the written testimony I submitted to the Senate Commerce Committee on this issue. In summary, we believe the proposed wireless directory is a terrible idea that needlessly jeopardizes the high level of consumer privacy that has become associated with the wireless industry. We at Verizon Wireless hold our customer's privacy to be sacrosanct and we are not, and will not be, a party to any efforts that undermines that commitment. Therefore, we will not participate in any wireless directory assistance program, nor will we release our customer's mobile phone numbers.

Sincerely,

Dennis F. Strigl

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